

DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES



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TITLE: Montana's DDP Incident Management and Reporting System

SOLICITATION NUMBER: rfiddpincident

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QUESTIONS AND ANSWERS:

1. Do your providers travel to customer locations and all file reports by paper or is there a mix of electronic and paper filings from the field?

A1. There is currently a mix of electronic and paper filings. Some of the larger providers in the state currently have a "system" that interfaces directly to the existing database that houses the incident reports centrally. Other providers will send via mail paper copies of the Incident Report form to the central location, and it is manually entered into the database.

2. Are the incidents identified in state provided locations and filed on desktop PCs only? Both?

A2. Some state providers have desktop PCs, laptops, or no PCs at all. There is not an existing network that links the providers to each other, or to the central database. Currently, there is no structured method for how to file incident reports, just that they must be filed. I think we are hoping to change much of that with the new reporting system.

3. How many individuals are filing incidents state-wide using any medium?

A3. The people responsible for filing incident reports may vary, depending on the policies of the service provider. Some service providers have staff designated to research the incident and file the report, where others require any employee to be able to file the incident report. With more than fifty service providers throughout the state, some in multiple locations, it is expected that the volume of potential users of the new Incident Reporting System will be well over 100.

4. If laptops or PDAs are used, what types are they and how many?

A4. I am currently not aware of any service provider using PDAs to file an incident report. Laptops are becoming just as popular and abundant as desktops. It is expected that the number of laptops being used will continue to increase significantly in the next few years. The brand of laptop used is strictly up to the service provider. If the proposed solution requires specific hardware requirements from a PC or laptop perspective, that should be included in the RFI. It is desired that the solution would not require a special laptop or PC, but something that would allow most laptops or PCs being sold today to utilize.

5. Do the laptops have wireless capability while a provider is onsite with a customer or do they need to be docked and files uploaded after return to the office?

A5. Some laptops may have wireless, some may not, that is up to the provider. Any system that is proposed should be flexible enough to allow for either a hard-wired or wireless internet connection, taking into consideration any security precautions.